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SEP 29 2011

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2011 SEP 29 P 3:25

AZ CORP COMMISSION
DOCKET CONTROL

W-02168A-10-0247

ORIGINAL



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Dear ACC Commissioner,

I live in Valle Vista. I just got back to my house after taking my dogs to our park. It is turning brown. I look out my window at the Golf Course. It is starting to turn brown again. It seems that Truxton Canyon Water Company is unable for the 22nd day in the past 6 weeks to supply any water to our facilities. Another well is down. Saturday, Truxton Canyon Water Company's tank water level is at one foot and some of their customers had very little water pressure. You probably will not hear from them because their concerns in the past have not been resolved and they have just come to expect a poor water supply.

I do not understand your role in regulating water companies. I thought it was to ensure that the customers of water companies received a reliable supply of clean and safe water and that the water company's commitments and responsibilities to their customers were met. Truxton Canyon has been notorious for their lack of customer service, their inability to maintain their distribution system, and their constant violation of ADEQ regulations.

I understand they did not test the water I use and did not file the proper reports with the ADEQ. I have read in the text of a hearing that they had a customer pay them over \$20,000 to run a water line and they just pocketed the money. This is criminal.

In March after three months of hearings, with what I understand was very competent legal representation, Truxton Canyon signed a stipulation agreement. Now I hear Truxton is claiming they were under duress and do not want to live up to the agreement. Why should they live up to this agreement? They have never lived up to any of the past agreements with the ACC or ADEQ.

I understand that they had a customer (who is a friend with members of the Neal family) testify how they were a good company and that our residents really just wanted a little Palm Springs. When it comes to water I drink and use, I do want the same water quality as Palm Springs. I think any water customer deserves clean safe water, which is monitored for harmful contents, and is delivered through pipes that do not have numerous leaks, and that the customers have a reliable supply of water with adequate pressure when they need it.

When is the ACC going to make Truxton Canyon Water Company accountable? They suffer no consequences for their incompetence. You have required the Valle Vista Property Owners Association (VVPOA) to pay for water they do not need. The water company has not been able to supply VVPOA water for the 22 of the past 42 days. Oh well, Truxton Canyon gets paid any way. If Truxton Canyon needs a consistent revenue each month from VVPOA, then how about a budget pay plan? The payment can be adjusted at the end of each year just like people currently do with their electric company. VVPOA should be rewarded for conserving water and Truxton Canyon should have to rely on providing water when it is needed for their revenue. As it is, Truxton Canyon suffers no consequences for being unable to supply water when it is needed. Currently Truxton Canyon's inability to supply water is ruining the facilities in my community and they get paid anyway.

I also hear that Truxton Canyon because they were under duress wants to have hearings to renegotiate the stipulation agreement. I think it is time that the ACC stand up to Truxton Canyon and see that they live up to the agreement that they signed after 3 months of hearings with very competent legal representation. You should be tired of hearing excuses from Truxton for their current problems. They have violations that go back 6 and 7 years. They have signed and ignored the previous agreements with the ACC and the ADEQ. This was a very

reasonable stipulation agreement that protects us, the customers. It is time for you to ensure that Truxton Canyon is accountable for the revenue they receive, their irresponsibility and their transgressions. If they take you to court so be it. It is time for the ACC to make waves and stand up to these water companies that think they can operate the same way they did 50 and 60 years ago.

Thank you for considering my concerns

Robert Lathroum
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